

SeminarsWorld® Course Agenda

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Tactful and Effective Methods for Dealing With Difficult Stakeholders

Instructor(s): Frank P. Saladis PMP, PMI Fellow

Length: 2 days

Pre-work: None

CEUs: 1.4 / 14 PDUs

Level: Intermediate

Primary Topic: Leadership Development

Subtopics: Conflict Management, Negotiation, Communications Problem Solving, Team Management

Course Description:

Project managers and program managers encounter many challenges in the pursuit of successful completion of objectives. Among the challenges is the strong possibility of working with stakeholders whose personalities and behaviors may create situations that are difficult to manage or cause significant conflict among other project stakeholders.

In this seminar, learn how to identify the characteristics and tactics of difficult stakeholders whether they are clients, suppliers, co-workers, employees or managers, and develop strategies for creating a more effective and productive work environment. You will practice techniques that will assist in solving conflicts and removing barriers that reduce productivity, frustrate team members and co-workers, and slow organizational growth. This seminar will assist you in improving your ability to lead your team to higher levels of performance and to more effectively manage business relationships that will contribute towards achieving desired outcomes. We will also address the concepts of emotional intelligence and the importance of emotional management.

Learning Objectives:

Upon completion of this course, participants will be able to:

- Develop an understanding of the benefits realized through effective management of difficult stakeholders
- Describe the key elements of emotional intelligence
- Identify and classify typical behaviors and tactics of difficult stakeholders
- Develop potential responses to effectively manage difficult stakeholders
- Establish and manage stakeholder expectations
- Align actions and behavior with client viewpoints and perspectives
- Minimize the negative effects of confrontations
- Develop solutions to resolve conflicts and manage irate or argumentative people
- Further develop leadership capability
- Define the strategic and business benefits of managing difficult stakeholders

AGENDA

DAY 1

8:00 a.m. – Introductions and course expectations

8:30 a.m. – Small group exercise – Examples of Actual Difficult stakeholder situations

9:00 a.m. – Key principles of managing difficult stakeholders and primary actions when dealing with difficult people

9:15 a.m. – Leadership Behaviors and Prioritizing time – Small group exercise

9:30 a.m. – **Break (estimated break time)**

10:00 a.m. – Leadership and Conflict – Managing conflict, Personal conflict assessment

10:45 a.m. – Working with people

- Benefits from dealing effectively with difficult stakeholders
- Fundamentals of Human Social Interaction
- The 4 Branches of Emotional Intelligence. Emotional Intelligence personal assessment
- Creating a “feelings vocabulary”

12:00 p.m. – **Lunch Break (estimated time)**

1:00 p.m. – Self Reflection – A Starting point for managing difficult people

➤ Brief “after lunch reengagement exercise”

- Stakeholder management and Benefits Realization - The Business Benefits of managing difficult stakeholders

1:30 p.m. – Categories of Difficult people

- Small group exercise – Peace, Power, and Influence

2:00 p.m. – **Break**

2:30 p.m.

- Defining and understanding communications barriers – Small group exercise
- Managing difficult people – identifying common tactics and behaviors frequently associated with difficult people

3:45 - 4:00 p.m. – Open discussion, Review of key topics, Recommendations and Observations

DAY2

8:00 a.m.

- The challenges of working with difficult people
- Strategies for dealing with difficult people

9:00 a.m. – Categorizing Difficult People

9:30 a.m. – **Break**

10:00 a.m. – Categorizing Difficult People – continued

11:00 a.m. – Tactics for Dealing with Difficult People

12:00 p.m. – **Lunch**

1:00 p.m. – Tactics for Dealing with Difficult People – **continued**

- Preparing for more effective communication
- Setting expectations
- Improving negotiation skills

2:00 p.m. – **Break**

2:30 p.m. – Don't Be Difficult – Winning ways for a happier you and your team

- Fine tuning leadership, team-building and influencing skills
- The importance of maintaining strong and positive relationships in the work environment
- Bringing it all together – Key takeaways
- Summary and next steps

4:00 p.m. – Close

Professional Development Units (PDUS) are one-hour blocks of time spent learning, teaching others, or volunteering. By attending this SeminarsWorld course, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. [View](#) how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM / PMP / PgMP	0	7	7	14.00
PMI-ACP	0	7	7	14.00
PMI-SP	0	7	7	14.00
PMI-RMP	0	7	7	14.00
PfMP	0	7	7	14.00
PMI-PBA	0	7	7	14.00

